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1. E-mail is the most common form of communication.
2. Sympathetic listening is being able to see it from another person’s point of view. It truly understands what they are saying and where they are coming from. Critical and Creative is just listening, not thinking from the others point of view.
3. Listening, speaking, writing, and reading are informal ways of speaking
4. To inform, top entertain, to persuade are purposes of formal speaking.
5. Build your confidence, be well prepared, and practice public speaking can help with stage fright
6. Horizontal is communication among coworkers, upward is to someone of higher rank than you and downward is to someone of lower rank.
7. Advantages of e-mail are that it is fast and easy to use. Information can be quickly sent and it can be used by anyone. Some disadvantages are that you can make mistakes and send them making larger mistakes when it is received and that people use it too much so they don’t interact with other co workers.
8. Good human relations are to get along well with other people and co workers.
9. Ways to maintain good human relations may be to accept differences, treat others as individuals, empathize with others, praise others, focus on problems not people, accept problems, accept responsibility, and treat others as equals.
10. Voluntary absence syndrome is when people who have no sickness or a minor sickness use it to get off of work because they don’t like their job.
11. Effects of constantly being absent may be pay deductions for the worker, more work for the co workers, and cost money for the business.
12. Maslows five levels are food, clothing and shelter then safety and security, love and belonging, self esteem and lastly self actualization.
13. Hygiene factors may consist of pay, fringe and benefits. Three motivators could be challenging work, recognition, and achievement.
14. Job satisfaction can lead to increased productivity, self esteem and self actualization, and rewards and opportunities.